

**REFERENCE INTERCONNECTION OFFER STRUCTURE**

<b>RIO Section</b>	<b>Name</b>	<b>Description</b>
Supply Terms	Supply Terms	The terms and conditions that govern the Reference Interconnect Offer and any Interconnection Agreement entered into thereunder.
Annex A	Definitions and Glossary of Terms	A list of the definitions used in the Reference Interconnect Offer and explanations of terms used
Annex B	Service Schedules	A description of the Interconnection Services provided as part of the RIO Schedule 1 – Voice Call Termination Service Schedule 2 – SMS Termination Service Schedule 3 – MMS Termination Service Schedule 4 – Interconnection Link Service
Annex C	Price List	A list of the prices for the Interconnection Services
Annex D	Billing Processes and Procedures	Detail of the billing and invoicing process and format and content of billing information and invoices
Annex E	Management of Interconnection	Detail of the management of the relationship between the interconnected operators
Annex F	Operations and Maintenance	Detail of the planning, provisioning, and other operational processes
Annex G	Quality of Service	Detail of the performance measures and Grade of Service used for the Interconnection Services
Annex H	Technical Information	Details of the technical specifications, switch details, signalling information and other necessary information about the VIVA Network
Annex I	Fault Management	Details of the fault repair process including response and repair times and an escalation process